

TRAINING UPDATE

Lab Location:

GEC, SGMC & WAH

Date Distributed:

8/16/2016

Department:

All staff

Due Date:

9/18/2016

Implementation:

9/19/2016

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Credit Without Removing Results SGAH.LIS935 v0
Description of change(s):
<p>This is a new system SOP that replaces the separate SOPs for function CRW and GUI steps to credit orders.</p> <p>Note the major change = If a test is credited due to a specimen labeling or integrity problem, lab staff must reorder the test.</p> <p>This SOP will be implemented on September 19, 2016</p>

Document your compliance with this training update by taking the quiz in the MTS system.

Non-Technical SOP

Title	Credit Without Removing Results	
Prepared by	Marie Sabonis	Date: 8/10/2016
Owner	Marie Sabonis	Date: 8/10/2016

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

Review:		
Print Name	Signature	Date

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1. PURPOSE

To define the process for crediting a test without removing results.

2. SCOPE

This procedure applies to all laboratory orders or tests that need to be credited after results have been entered.

3. RESPONSIBILITY

Group Leads, Supervisors, and Managers must understand and adhere to this procedure for crediting results.

4. DEFINITIONS

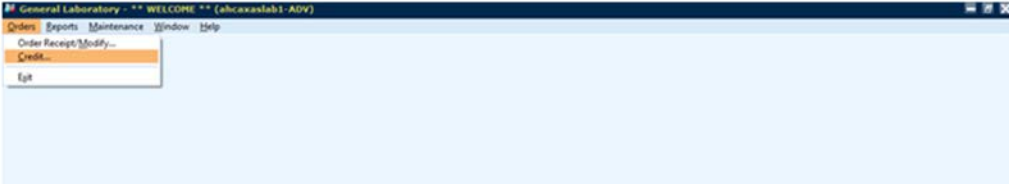
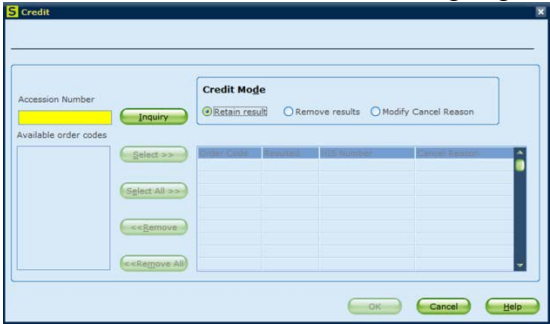
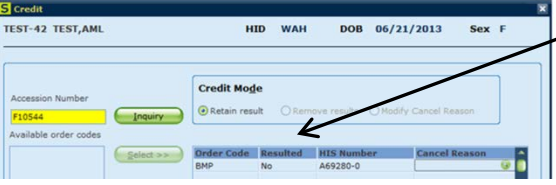
None

5. PROCEDURE

Step	Action
1	Tests are only cancelled after results have been entered in special circumstances. For example, we determine the specimen was collected from the incorrect patient <i>after</i> resulting.
2	Obtain the following information: A. Patient name B. Patient medical record number C. Test(s) to be cancelled D. Date and time of the order E. Reason for cancelling F. First and last name of the requestor
3	A group lead, supervisor, or manager should follow one of the procedures below to credit a test.

Form revised 3/31/00

GUI Instructions

Step	Action
1	Access Sunquest GUI function, “General Laboratory.”
2	Click on the “Orders” box and select “Credit” from the dropdown menu. 
3	A credit screen will appear. Type the specimen accession number in the yellow box then click on the “inquiry” button.
4	The tests associated with the accession number you entered will appear in the “Available order codes” box. Highlight the test to be credited and click the “select” button. This will move the selected test to the right-hand side of the screen.
5	In the “credit mode” box, click the radial button to highlight “Retain results.” 
6	Review the information on the screen. A. The “resulted” column should say “yes.” If the resulted column says “no,” refer to procedure “Cancelling Tests or Orders.” B. If you proceed to credit a test that has not been resulted, the test will remain in pending status. 
7	Click the “OK” button.
8	Refer to procedure “MEM-Manual Result Entry” to enter a comment on each result indicating the reason why the test was credited.

Step	Action
9	If the test was credited due to a specimen labeling or integrity problem, reorder the testing using procedure, "REI-Ordering Tests, Receiving Specimens, Reprinting Labels" (for SmarTerm) or "Order Entry" (for GUI).
10	Write a PI/Variance form and attach a copy of the specimen label for any specimen that is cancelled due to incorrect labeling.

SmarTerm Instructions

Step	Action
1	Access Sunquest SmarTerm function "CRW."
2	At the tech prompt, verify the information and press "enter."
3	At the "ACC. NO." prompt, type the accession number to be credited and press "enter."
4	At the "TEST-1" prompt, type the test code to be credited and press "enter."
5	If you see the prompt, "No results filed. Continue?" type "N" for no and press "enter." Refer to procedure, "Cancelling tests or orders."
6	At the "TEST-2" and subsequent prompts, type an additional test code to be credited, if applicable. Press "enter" to move to the next field.
7	At the "Accept (A), Modify (M), or Reject (R)" prompt, type "A" for accept and press "enter."
8	Refer to procedure "MEM-Manual Result Entry" to enter a comment on each result indicating the reason why the test was credited.
9	If the test was credited due to a specimen labeling or integrity problem, reorder the testing using procedure, "REI-Ordering Tests, Receiving Specimens, Reprinting Labels" (for SmarTerm) or "Order Entry" (for GUI).
10	Write a PI/Variance form and attach a copy of the specimen label for any specimen that is cancelled due to incorrect labeling.

6. RELATED DOCUMENTS

- Cancelling Tests or Orders
- MEM-Manual Result Entry
- REI-Ordering Tests, Receiving Specimens, Reprinting Labels
- Order Entry

7. REFERENCES

Sunquest GUI General Lab Help directory

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By

9. ADDENDA AND APPENDICES

None